

Business Support Specialist (GS-12)**Introduction**

This position is within the Science, Technology, and Advanced Concepts (STAAC) Business Management Office. The STAAC Business Management Office (SBMO) will be responsible for the oversight and management of all business management and administrative activities of the STAAC Directorate. This is a co-located Business Management Office provided by the Flight Programs and Projects Directorate to the STAAC Directorate.

To achieve the described objectives, the SBMO provides the full range of business management functions to the STAAC organization; from level 2 program analysis, to pre-phase A, through proposal development of missions and Projects. We accomplish this through business management expertise and streamlined approaches that facilitate the smooth operation of the Directorate and the successful transition of its products for implementation. Additional functions include procurement management and support; budget development, analysis, execution; configuration management; scheduling; documentation; space and travel management; institutional and multimedia support.

Core Requirements

Serves with the STAAC Business Manager (SBM) as an integral member of the business support team and coordinates and evaluates all the business support activities utilizing the business support skills necessary in the execution of such complex and extensive technical undertakings. Business Support activities include the following:

Scheduling

Monitors established time objectives for business management-related activities within STAAC. Executes project activities in accordance with those schedules, ensuring that work-around plans are developed. Advises management when specific milestones are unobtainable and continually assesses project status in consort with the overall time objectives.

Examples of specific duties in support of the SBM are: advance planning, such as the investigation of alternate plans, development of work breakdown structures, and assistance in the development of project-level plans; schedule development, such as the selection and implementation of schedule control systems, establishment of internal reporting procedures, participation in proposal evaluation and negotiations, review of contractors systems, development of Program Management Reports and master schedules; schedule operations, such as analyses of contractor reports, update of master schedules, and analyses of planned schedule vs. actual events.

Configuration Management

Monitors the exact configuration of all interrelated hardware and software, for both flight and ground system requirements of the project. Maintains accurate interface definition data and communicates such to all business and technical facets of the project.

Examples of specific duties in support of the SBM include: revision of the configuration management (CM) plan, identification and documentation of configuration baselines; coordination of analysis with system engineers and business personnel; preparation of Configuration Change Requests and staff reports. Shall perform assigned CM audits.

Facilities and Equipment

The incumbent is responsible for helping the SBM plan and coordinate facility requirements. Generates and coordinates facilities modifications with the Facility Engineering Division and Plant Operations and Maintenance Division associated with personnel moves, repairs to facilities, etc.

With regard to equipment and document storage, the incumbent is responsible for maintaining an automated database for monitoring and controlling equipment and ensuring that inventory, protection, and disposition are in accordance with prescribed regulations.

Equipment Transportation

Regarding equipment transportation, the incumbent is responsible in support of the SBM for incorporating the requirements (including environmental) for transportation of all project-related equipment. The incumbent is responsible for ensuring that packing and handling requirements are met during shipping, that arrangements are made for appropriate modes of transportation, that schedules for equipment moves are coordinated, and that appropriate handling and loading equipment are available along with trained personnel at the origin and destination sites.

Budget

Prepares budget, justification, supporting documentation, and historical statements for providing the best possible view of program needs. Participates in various levels of budget reviews, including reviews by directorate management.

Executes and monitors the budget as approved, ensuring the objectives are met within the established financial and workforce resources made available.

General Business

Continually reviews the efficiency of the operations of the STAAC and the SBMO in administrative matters. Revises and implements current procedures or establishes new office procedures for compliance with all Directorate and Center policies or as warranted to improve overall operations.

The incumbent may be assigned projects of a special nature that require various kinds of activities ranging from developing a written response to an incoming requirement to individually undertaking studies requiring extensive research, analysis, and cross-organizational contacts, and a final report.

Personnel planning and space matters, general administrative and overall project planning activities are also a part of the business management activities of the project.

Additional tasks that the incumbent must coordinate include:

1. Serves as a business support consultant and advisor, participating in management and technical working groups and special ad hoc advisory panels as may be necessary for expanding solutions to spacecraft or space vehicle development problems.
2. Serves as a member of Source Evaluation Board Business Management Committees as assigned.
3. In addition to helping the SBM monitor the business support activities, the incumbent is responsible for:
 - a) Personal review and analysis of the progress of the business support activities toward project objectives.
 - b) Recommendations as to adjustments in project support staffing necessary to most effectively accomplish the business management support mission. Develops statements of work and coordinates project workforce staffing requirements with supporting directorates and monitors the workforce budget.
 - c) Participation in response to audit and other inquiries by various activities such as NASA Audit, GAO, Center Management, and NASA Headquarters Program Management.
4. Frequently acts for or speaks for the SBM on business support matters.
5. Initiates task orders for on-site contractor support as required, especially to provide assistance in scheduling, general business, configuration control, and logistics. Assists the SBM in evaluating contractor performance in his/her area.
6. Through the SBM, the incumbent provides technical direction to support contractors. Establishes schedules for work accomplishment and reviews and evaluates the progress, quality, and quantity. Ensures that the contractor is briefed on policy, procedural, and administrative matters. Ensure that all requirements of the support contractor have been met. Due to a large volume of work, the incumbent must ensure with the SBM that established priorities are implemented as necessary to meet project commitments. All actions must be coordinated through the contractor's appointed manager while ensuring that all rules and regulations applicable to on-site contractor support are applied and adhered to.
7. The incumbent is responsible, under the direction of the SBM, for the identification and control of hazards relative to safety of project personnel and property. Such matters will be brought to the attention of project management and appropriate resolution discussed. Accordingly, the incumbent is charged with implementing the requirements, procedures, and

standards established in the GSFC Health and Safety Manual and related directives for optimized, accident-free mission accomplishment.

Other Information

Knowledge Required

1. Knowledge of configuration management control and procedures as practiced by NASA and contractors.
2. Knowledge of a wide range of principles, procedures, and methods of budget formulation, presentation, and execution for multiyear and annually appropriated funds.
3. Knowledge of schedule development, such as the selection and implementation of schedule control systems, master schedules; and schedule operations, such as analyses of contractor reports, updating of master schedules, and analyses of planned schedules vs. actual events.
4. The incumbent must be able to interpret and apply Government and Agency constraints and funding rules, regulations, relationships, and administrative processes involved in developing and procuring hardware, studies, and other engineering services.
5. The incumbent must have some knowledge of flight operations, flight equipment performance, and analysis and satellite servicing in order to interface effectively with the other organizations.
6. Must be able to plan and organize work assigned; must have the ability to identify problems, analyze information, and apply a variety of business principles to find solutions.
7. The incumbent must be able to communicate effectively, orally and in writing.
8. Must have knowledge of flight hardware, ground hardware, test equipment and software to the extent of environmental requirement, handling, storage, and maintenance.
9. Must have knowledge of data systems as to developing requirements, creating and implementing procedures, and operations.

Supervisory Controls

The incumbent reports to the STAAC Business Manager and receives assignments in terms of overall objectives and has responsibility for converting objectives into programs and policies for others to use, and will adjust planning activities as warranted by program changes.

Recommendations for the initiation of new projects or alteration of objectives are evaluated in terms of availability of funds, workforce, and facilities, effect on program schedules, and compatibility with project goals.

Difficult and demanding aspects of the assignments are worked out with the SBM and are accepted as programmatically accurate. Results of work are reviewed primarily for attainment of objectives.

Guidelines

The incumbent is often faced with unique situations where there are no existing guidelines or other circumstances where broad guidelines such as general project plans, NASA and GSFC Handbooks and instructions, and other documents unique to flight project activities are used. The incumbent must use his/her own judgment and ingenuity in interpreting the intent of the guides and goals that do exist and transmit these interpretations into day-to-day activities.

Complexity

With general guidelines from the SBM, the incumbent will organize, lead, direct, and coordinate specific objectives within the Business Support element. The work consists of broad functions including all aspects of contracts, phased development definition and direction, environmental requirements, and management of reviews and approval of documentation associated with the process. The incumbent will be continually confronted with programmatic problems that involve innovative methodology and interpretation before a satisfactory resolution can be achieved.

Scope and Effect

The Business Support Specialist's work products involve the development of contractor and government systems needed to perform budgetary and administrative support for the development and acquisition, operations, and data analysis of the STAAC Directorate. It is essential that his/her work be carried out with excellence and the highest degree of effectiveness for the program to be managed successfully. It is essential that these systems (scheduling, configuration management, etc.) function properly in order to monitor the status of the individual elements of the program, develop work-around plans, and report on status in a timely and orderly manner. Failure to maintain this status could result in major programmatic impacts such as schedule delays, cost overrun, etc.

Personal Contacts

The incumbent interfaces with various levels, both technical and management, and other administrative personnel within STAAC, GSFC, NASA, NASA contractors and private industry.

The incumbent interfaces regularly by telephone, or by personal contact when travel is required, with managers, resources and technical personnel at contractors' facilities.

Purpose of Contacts

Acquisition of data relative to program schedules, configuration management, and other business/resource functions; dissemination of analyses, conclusion, and recommendations; participation in discussions and resolutions of problems or potential problems; influence managers to accept findings and recommendations on program objectives.

Physical Demands

The work is normally performed in a typical office setting. The incumbent will be expected to attend meetings where he/she must be attentive and sit for long periods of time.

Work Environment

The work is routinely performed in a typical office setting, meeting rooms, and conference rooms although some time will be spent in equipment storage areas and test areas of equipment contractors. Travel by air and auto is an element of the position.